



## INTRODUCTION MEETING

Fall 2020 | Rome, Italy

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## PROGRAM HISTORY & LOGISTICS

### Program Contact Information

Contained below is contact information for program staff. Please add these numbers to your phones. Additionally, be aware that staff cell phone numbers are for interns only in the event of emergencies and should not be distributed without prior approval from the individual staff member. Parents, guardians, site supervisors, etc. should use the office contact information only.

	<b>Stephanie Webb</b> <i>Director</i>	<b>Erin Fisk</b> <i>Coordinator</i>
Office Main Line	979-845-3712	979-845-3712
Office Direct Line	979-458-1346	979-845-8094
Fax	979-845-6083	979-845-6083
Cell	512-332-1824	512-680-4936
Email	smcmillen@tamu.edu	erinsfisk@tamu.edu

### Program Office Information

- Physical & mailing address
  - Agriculture & Life Sciences Building
  - 600 John Kimbrough Blvd., Suite 515
  - TAMU 2402
  - College Station, TX 77843
- Websites
  - PPIP: <http://ppip.tamu.edu>
  - ANRP: <http://anrp.tamu.edu>
- Social Media
  - Twitter: @tamuANRP
  - Facebook: /tamuANRP
  - Instagram: @publicpolicyinterns
- Hashtags
  - #AggiesInDC
  - #AggieInternLife
  - #AggiesImpactPolicy

### About the Program

The Agricultural and Natural Resources Policy (ANRP) Internship Program is one of the premier leadership opportunities in the College of Agriculture & Life Sciences at Texas A&M University. Through this program, students complete exciting, policy-focused internships in Washington, D.C., Austin, Texas, and Rome, Italy for a semester while earning academic credit.

Texas A&M University recognizes internships as an integral part of its curriculum, enabling students to participate in structured, supervised learning experiences off-campus. Internships are essential experiences that employers look for from college graduates. The ANRP Internship Program is one such opportunity specifically designed for students in the College of Agriculture and Life Sciences, offering benefits that are unparalleled by other university

programs across the nation. By incorporating practical work experience in a professional environment, students are able to build on knowledge from previous coursework and prepare for life after graduation.

ANRP Internship Program participants emerge from their internship semester with knowledge and skills that will distinguish them from their peers. Former interns highlight increased research abilities, a better understanding of complex organizations/systems, and the development of interpersonal communication skills. Most importantly, students learn to understand the policy process through hands-on experience. Program participants see firsthand how a single idea can develop into legislation that impacts their area of interest, whether it is production agriculture, wildlife biology, environmental conservation, nutrition, agricultural economics, or another area.

### History

The ANRP Internship Program was established in the spring of 1990 by Dr. Ron Knutson, an agricultural economics professor and then director of the Agriculture and Food Policy Center at Texas A&M University. Dr. Knutson was contacted by Congressman Greg Laughlin, who requested an intern with agricultural and natural resource knowledge who could help his office with these issues. From that single request, the ANRP Internship Program was established.

In its early years the program quickly gained popularity on Capitol Hill because of the quality and aptitude of students selected. This resulted in more offices requesting ANRP interns and more students having the opportunity to benefit from this once-in-a-lifetime opportunity. The well-known reputation that resulted from the Washington, D.C. interns allowed the program to eventually expand to Austin, Texas and most recently, Rome, Italy. Students now serve in legislative offices and state agencies every other year during the Texas legislative session, as well as abroad with the Food and Agriculture Organization (FAO) of the United Nations every semester.

The ANRP Internship Program is proud of its approximately 800 alumni from the College of Agriculture & Life Sciences. Since its inception, the program has enabled students to enhance their knowledge and leadership skills outside the classroom. It has proven invaluable in terms of practical work experience and personal growth, as well as its ability to provide career opportunities for hundreds of intern alumni.

### Vision

To develop leaders of character dedicated to serving the greater good through policy.

### Mission

The ANRP Internship Program is an academic service designated to help students obtain a policy-related internship in Washington, D.C., Austin, Texas, or Rome, Italy for course credit. During their internship, students will learn new skills, gain valuable inside knowledge about their professional future, and meet the people who will someday be their co-workers and professional supervisors.

### Program Goals/Objectives

The Agricultural & Natural Resources Policy Internship Program aims:

1. To provide opportunities for students to understand the policy-making process and how it can be applied, and relates to policy in their respective field of study.
2. To enable students to develop personal and professional skills, explore career interests, and expand their professional networks.
3. To provide opportunities for students to evaluate and apply knowledge gained from academic coursework in a professional work environment.
4. To connect hosting offices with student interns who are interested in learning about the policy-process through practical work experience.

## Learning Outcomes

All of the program's learning outcomes connect directly to [Texas A&M University Undergraduate Learning Outcomes](#). Specifically, as a result of participating in this professional policy internship, interns will be able to:

1. ***Apply academic knowledge in a professional setting***  
The primary goal of an internship is to provide the student with the opportunity to apply knowledge gained in the classroom to solve real problems in personal and professional settings.
2. ***Develop professionally relevant competencies and relationships in a professional setting***  
The student works together with the site supervisor to specify how the student plans to sharpen and develop new knowledge, skills, and abilities necessary to serve effectively in a professional policy related setting. Students will use appropriate strategies and tools to represent, analyze, and integrate information while in the internship to develop reasonable positions. Additionally, relationships with the site supervisor and other professionals add to the student's professional network.
3. ***Gain understanding of and exposure to the public policy process***  
The student is able to learn through formal training and on-the-job experiences the public policy process. The student is able to experience various aspects of the policy process through interactions with the site supervisor and other employees, as well as through interactions and meetings with customers, clients, and/or constituents.
4. ***Observe a diverse professional organizational culture and an understanding of professional etiquette***  
The student begins to understand the dynamics of an organization's culture through observing and reflecting on how decisions are made, how work is structured, how power is shared, how colleagues interact, how an organization's mission/vision are implemented, and to what degree accountability and feedback are present in the organization. This is accomplished in diverse (economic, political, cultural, religious, etc.) contexts. The student also practices proper business etiquette while fulfilling their internship responsibilities.
5. ***Clarify career goals and personal aspirations***  
The internship experience allows the student to put their knowledge and talents to practical use in preparation for a life of leadership and service to the greater good. The student is able to reflect on the internship experience and make connections between what the student understands about his or her giftedness, and the needs of the profession the student is exploring through the internship experience.

## Academic Credit, Full Time Status, & Continuing Students

All ANRP interns are required to be enrolled in AGLS 492 and complete assignments via eCampus. This is a variable credit (1-2 hours) co-op course. Program staff will contact the academic colleges to have graduating seniors marked as "continuing" so that they may participate in ANRP and enroll in the AGLS 492 course. The program staff will then have all ANRP interns approved for course enrollment by the Career Center. Interns will then be provided with registration procedures, including the proper section number. Please meet with your academic advisor to discuss how many hours (1-2) in which you should enroll for the AGLS 492 course.

Note that AGLS 492 is a graded course and it will affect your GPA accordingly. The course work includes four module assignments, as well as completion of a blog post, social media submission, learning agreement, and final evaluation.

Enrollment in AGLS 492 will have you flagged automatically as a full-time student with the Registrar's Office. *Please note that this is NOT the same as being considered full time for financial aid purposes.*

### Additional Academic Credit

In addition to the AGLS 492 course, some students gain additional hours that count toward graduation by enrolling in special topics courses and independent studies classes during their internship semester. These courses can be arranged by contacting your academic advisor or professors. However, keep in mind that you will be working 40 hours a week. We recommend that you do not enroll in more than six (6) hours total.

### Financial Aid

Financial aid eligibility varies between students. It is the responsibility of each intern to meet with a financial aid advisor to discuss how this program will affect the student's financial aid and scholarship eligibility. *Please note that being flagged full time with the Registrar's Office does not mean that you are considered full time for scholarship and financial aid purposes.* Additionally, in order for federal financial aid to cover the ANRP course, AGLS 492 must be officially listed on your degree plan.

### ANRP International Scholarship

Interns for our international placements are awarded a scholarship for their internship semester (spring/fall = \$2500, summer = \$2000). You must be enrolled in at least one (1) credit hour to receive your scholarship. The scholarship payment will be placed on your account before the start of the semester; however, it will not feed to your account until 10 days prior to the start of the semester. This is in line with Scholarship & Financial Aid policy. Please plan accordingly.

### Billing

Interns will be billed by Student Business Services (SBS) for the number of hours in which they are enrolled. Use the following steps to determine what your tuition and fees will be for your internship semester.

1. Go to: <http://sbs.tamu.edu/>
2. Click on "Tuition Estimator".
3. Choose what applies to you: "Undergraduate" or "Graduate", "Resident" or "Non-resident" (If you are in between undergrad and grad school at A&M, you choose "Undergraduate").
4. Complete the questions asked. You will need your Tuition Rate Code from the My Finance Tab in Howdy.
5. Look under the column marked Semester Hour "1".
6. Remember, you are registered "in absentia," which means that you will not pay for things like Rec Fee, Health Fee, etc. Subtract these items to arrive at a much more accurate figure of what you will pay.

## Health Insurance

Valid health insurance is a requirement for any internship that is sponsored by Texas A&M University Policy Internship Programs Office. There is no required provider of the insurance; however, students must produce a photocopy of their valid insurance card (front and back) or a letter of verification of enrollment.

### CISI SELF-ENROLLMENT CHECKLIST

Students affiliated with an education abroad program through the Texas A&M University System are required to enroll in the group health insurance plan through Cultural Insurance Services International (CISI) prior to departure. In addition to providing comprehensive accident and sickness coverage, the plan includes medical and security evacuation coverage, repatriation benefits, and access to Team Assist, CISI's worldwide, 24-hour emergency assistance service.

Enrolling in the plan is simple. Just follow the instructions below. ***Please be sure to read all instructions carefully.***

#### Get Started

1. Have a valid credit card handy (Visa, MasterCard, or American Express) as well as your student ID card, if applicable.
2. Go to the following link: <http://www.culturalinsucance.com/selfenrollment/tamus-se>.

**Note:** This link will take you to the correct page and your sponsor code will automatically be pre-populated after confirming your eligibility.

#### Confirm Your Eligibility

- ☐ You must certify that you are eligible for the group insurance plan by accepting the stated terms and conditions of the policy prior to moving on to the next screen.

**Important Note:** All completed enrollments can be verified by program administrators. Students, faculty, and staff not affiliated with an education abroad program or university-related business abroad are not eligible to apply for the coverage. Dependents of eligible members cannot use the Self Enrollment portal to enroll in coverage. Please obtain a Dependent Enrollment Form from your program, if required.

#### Enter Your Sponsor Information

- ☐ **Important!** The group sponsor code should already be pre-populated. If it is not, please enter the following program-specific code: **TAMUS-SE**.
- ☐ Coverage Start/End Dates: This is the date of your program, from departure to arrival back home. The earliest your coverage can begin is two days from now.
- ☐ Study Abroad Location: This is the main country where your program is located. If you are attending a program in Rome, for example, you should only select "Italy" as your destination even if you think you might travel to other countries during the program. After selecting your location, click "Next" to continue.

#### Review the Plan

- ☐ The premium for your trip will be automatically calculated based on the coverage dates you provide.
- ☐ Please review your coverage dates and premium and click "Next" to continue

### Entering Your Personal Data

- ☐ Please enter your first and last name as it appears on your passport as well as your gender.
- ☐ Please provide an email address where you would like to receive your policy information and a phone number where you can be reached if there are problems processing your application and in case of emergencies.
- ☐ The address you provide should be the main address where you receive mail.
- ☐ Please enter in the name of your program if applicable (Public Policy Internship Program).
- ☐ Your Participant ID number is your student UIN.
- ☐ Click “Next” to continue.

### Payment

- ☐ Please enter the billing address associated with your credit card or click “Same as contact address” if applicable.
- ☐ After entering in your credit card details, you must check the box at the bottom of the page in order to proceed

### Confirmation

- ☐ Upon successful enrollment, please print the confirmation page for your records as well as your ID card (available by clicking on the appropriate link at the bottom of the confirmation page). Make sure you put the ID card in your wallet and keep it with you at all times.
- ☐ Your new ID card and materials will also be sent as PDFs to the e-mail address you provide.  
**Depending on your email system and spam settings, there may be a delay in getting this information. Because of this, it is strongly recommended that you print your confirmation page and ID card from the enrollment website.** Both the Self Enrollment confirmation page and the CISI email contain information on how to access the my CISI Participant Portal. The Participant Portal contains travel resources and links and can be used for accessing your ID card if you lose it while abroad.
  - Please email a copy of your CISI confirmation to ANRP staff at [anrp@tamu.edu](mailto:anrp@tamu.edu).

## EDUCATION ABROAD INFORMATION

### Visa Information

You are required to obtain a visa if you will be in your hosting country for longer than 90 days. ANRP staff can provide verification documents as needed; however ultimately it is your responsibility to research and execute the visa application process. Visit the hosting country's consulate website for the most current visa information.

### Education Abroad Registration

As a participant in one of our international internships, you must register with the Education Abroad office. You can do so at <https://studyabroadportal.tamu.edu/?go=PPIPANRP>.

- You should list Erin Fisk, Program Coordinator, as the approving faculty member/recommender.
- You should be able to sign up for the education abroad health insurance during this registration as well.

### Study Abroad Pre-Departure Training

You must also complete the International Travel Registration via the Education Abroad Office website.

1. Under the "Student Resources" tab, select "Travel Registration".
2. Select the proper option (undergraduate or graduate).
3. Complete the items listed.

Note: Your registration will not be approved by the Education Abroad Office until after you complete the training. Our suggestion is that you sit down and complete both items at once. After your training is complete, go back to <http://abroad.tamu.edu>, login, and complete the registration.

## Student Biography

Students in ANRP are required to write a 150-300 word biography. It should include where the student is from, what they are studying and other applicable work and life experience such as involvement in extra-curricular activities. Students should also include interests and passions that have led them in making decisions for their education and careers. The last piece of the biography should include the career field that the student is pursuing. Students can review past intern biographies on the ANRP website by checking the current intern page.

## Donor Thank You Letter

1. **Please, do not include “aggie-isms.”** They already know how proud you are to be a “member of the Fightin’ Texas Aggie Class of 20XX!”
2. **PROOFREAD, PROOFREAD, PROOFREAD!** Spell check is your friend, make sure you use it. Once you have finished your letter, print it out and read over it out loud. Make sure you aren’t missing words like “to, that, etc.” It is easy to make a mistake, but sometimes it is difficult for us to catch them (You can even ask a friend or family member to look over your letter). Remember, this is a representation of you, the program, and the university. Make us proud!
3. **Make it personable.** Just because it’s a professional letter does not mean that you have to sound stiff. You don’t have to use overly-formal language and words. They understand that you are students, and they want to hear about you, your accomplishments, and your future goals.
4. **While this is atypical, please do not include your current address or contact information in the letter.**
5. **Sign your letter.** Put only your name at the bottom with your signature above it.

## Sample Thank You Letter

Remember this is a sample letter that is meant to guide you in your writing. You do not have to follow the exact format, but you want to include the key elements that are represented in this letter. Use 12 point, Times New Roman font for your letters. Do not copy this letter or any sentences word for word. (That is plagiarism!)

Donor First and Last Name  
Title  
Organization  
Street Address  
City, State Zip

Dear Mr(s). Donor Last Name:

1st paragraph: **“Thank you” is a must!** You must use the **FULL TITLE for the program** (i.e. Texas A&M University’s Agricultural and Natural Resources Policy Internship Program)! Mention the **semester and year you will be interning**. Tell them when you are **graduating and your major**. Note: majors are not capitalized. **Point out where your hometown is located.**

2nd paragraph: **Write about the organizations you are involved in and/or your current job and describe what you have learned from those experiences.** Be sure to tell what your organization do, as most people aren’t familiar with the current campus activities available to students.

3rd paragraph: Tell them **what office you’ll be interning with**. Explain **what you hope to gain from this internship, what your future goals are and how this experience will help you achieve those goals.**

4th paragraph: **Thank them again** for this extraordinary opportunity.

Sincerely,

**(Sign here)**

Jane Doe



## PROGRAM POLICIES & TEXAS A&M UNIVERSITY STUDENT RULES

### Program Policies

All program interns sign the *Intern Code of Conduct* and the *Terms of Participation Agreement*. Interns for the D.C. program will also sign a *Housing Contract*.

Students who participate in Policy Internship Programs become part of the larger community in which they are living and have a responsibility to represent the program and the university in a positive manner. These responsibilities include: acting in a professional manner inside and outside of the office and exhibiting personal behavior that shows cooperation, consideration and respect for others. Violations of any policies may result in disciplinary or program action – warnings may or may not be given. Please note that all determination of violations will be made at the discretion of the program and may or may not involve larger University processes through the Student Conduct Office or Aggie Honor System Office.

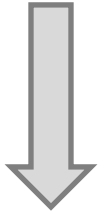
Violation of a regulation may lead to termination of the participant's scholarship and/or loss of academic credit. Program participation may also be revoked if a student's conduct becomes, in Texas A&M University's opinion, harmful to him/herself or to others, or if the student does not meet the expectations of the hosting organization.

### University-Sponsored Programs

The Policy Internship Program is an official Texas A&M University program. All university student rules apply for the full duration of the internship semester. Ultimately interns represent not only themselves, but the program and Texas A&M University as their conduct has a direct impact (positive or negative) on opportunities for future interns. This includes, but is not limited to, time spent in intern housing, at the hosting office, events outside of "business hours", and personal time.

Policy Internship Program staff will work with the Student Conduct Office and/or Aggie Honor System Office if it is believed that an intern is in violation of the Texas A&M University Student Rules. Possible university consequences may include conduct probation, suspension, and/or expulsion; loss of student leadership positions; loss of scholarships; and/or parental notification if the student is under the age of 21 (alcohol-related offenses). Interns should familiarize themselves with the university's academic, student life, and student grievance procedures, located at <http://student-rules.tamu.edu>.

## INTERNSHIP PLACEMENT PROCESS



1. International placements are set. You know where you are applying.
2. Review and revise resume and cover letter. Complete any additional application forms.
3. Program staff will send applications.
4. Interview (if applicable) is conducted by hosting office supervisor via phone or Skype.
5. Internship offer is made.

### Contact Information for International Hosting Offices

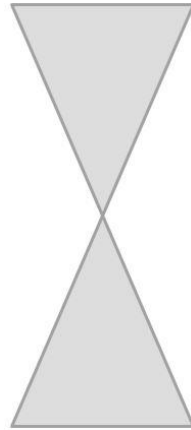
#### Rome

Ms. Irina Curca  
Food and Agriculture Organization of the United Nations  
Viale delle Terme di Caracalla  
00153 Rome, Italy

# GETTING STARTED: HOW TO IMPROVE YOUR RESUMÉ AND COVER LETTER

Adapted from [careercenter.tamu.edu](http://careercenter.tamu.edu) Career Guide

## COVER LETTERS



### STAR Paragraphs

- ❖ **S**ituation
- ❖ **T**ask
- ❖ **A**ction
- ❖ **R**esult / Reflection

All cover letters should be **specific** to each job you apply for. Form letters are easy to spot and unimpressive. While one or two paragraphs may be the same, it is important that to highlight characteristics that are unique to each position. **Look at the job description** and pick out key terms and skills to incorporate in the cover letter.

Some organizations use scanning software to pick up on buzz words, so be strategic!

Here is how a cover letter can be organized:

**1<sup>st</sup> Paragraph:** Who are you? What are you applying for? Why are you applying? Describe an accomplishment. How did you find out about the position? When are you available to work?

*Ex: I am a (major) undergraduate student at Texas A&M University. I learned about this opportunity through .... The (specific field of interest) interests me because... and I am seeking an internship opportunity with the (company) during the (spring, summer, fall) (year) semester.*

**2<sup>nd</sup> Paragraph:** Work experience; extracurriculars; why you're qualified; how this pertains to your future goals?

- Research, previous internships, seasonal employment
- What skills did you develop and what did you learn?

**3<sup>rd</sup> Paragraph:** Talk about one specific experience that highlights a skill (use S.T.A.R. method) and/or discuss your future career goals/interests.

*Ex: In [name situation], I was tasked with [explain task]. I [explain what action you took]. As a result, [what was the outcome]. This experience highlighted my ability to... OR From this experience, I learned...*

**4<sup>th</sup> Paragraph:** Discuss the specific department you want to work for (& why) and what you hope to gain from the internship. Express thanks for their consideration, interest in an interview, and contact information.

Some cover letters can be shorter but remember to be detailed when explaining your skills and experience. Don't just say what skills you have, explain how you used or developed them. Try to avoid starting too many sentences with, "I." Mix it up.

Skill keywords	Results-oriented keywords	Recognition keywords
"wrote," "analyzed," "quantified," "planned," "programmed," "designed," "created," "built," "taught," "trained"	"increased," "reduced," "redesigned," "upgraded," "initiated," "implemented," "reformulated," "generated," "produced"	"honored," "awarded," "promoted," "selected," "lauded for," "received a bonus for," "recognized," "chosen," "credited"

Keywords from: [thebalancecareers.com](http://thebalancecareers.com)

### Practicing

- Organization/Group Position: \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Organization/Group Position: \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_

## RESUMÉS

- **One 8.5" x 11" page** using Arial, Calibri, Times New Roman, Cambria, Garamond, or Arial Narrow font (resumés for graduate students can be 2 pages)
- **Font size** should be between 11- and 12-point font. 10-point may be acceptable for larger/wider fonts like Arial.
- Your **name** should be between 14- and 16- point font
- **Margin size** will vary between .7" and .9" (all 4 sides) depending on space needed.  
Narrow margins on all sides are not recommended.
- Review **resumé templates** available on <http://careercenter.tamu.edu>.
- When sending electronically or uploading, save your **resumé** as a **PDF**

### Content

An online study found that on average, hiring managers may only spend **six (6) seconds** reviewing each resumé. Make sure to provide your information in a clear, concise, and logical manner.

- **Organize the sections** on your resumé, and the bullets within an experience, in order of relevance, listing the most important, marketable categories/information first.

### Organization

Here are a few examples how previous students have organized various sections of their resumés. Your organization will depend on what skills and experience you want to highlight. At this stage, the first three headings will always be **Name, Contact Information, and Education**.

Full N. Ame
Address   City, State   Phone   Email
Education
Work Experience
Leadership
Activities
Honors
Skills

Full Name
Address
City, State
Phone
Email
Education
Leadership
Work Experience
Skills

Full Name
Address
City, State
Phone
Email
Education
(study abroad or exchange program)
Work Experience
Activities or Leadership
Honors and Awards
Language

## Sections May Include

- **Experience**—categories include Work, Relevant or Volunteer Experience; use your bullets to highlight what you learned, accomplished or gained. Include results, the name of the company and location as well as your position and dates of employment.
- **Leadership** – Fish Camp, Corps of Cadets, SGA, tutoring, positions in student organizations, etc.
- **Activities** – clubs, sports teams, honor society, The Big Event etc.
- **Honors or Awards** – scholarships, conference participation
- **Relevant Coursework**—typically listed after Education section – list classes that are relevant to the internships to which you will be applying.
- **Skills**—computer and technological, including proficiency level
- **Languages**—include skill level (ex. fluent in Spanish-speaking, reading, writing)
- **Study Abroad**—typically listed after Education section

## Building a Bullet

- Start with an **action verb** in the correct tense (past or present). Do not use “ing” verbs.
- Identify:
  - What you did (the **purpose**)
  - How you did it (the **method**)
  - Why you did it (**action**)
  - What you **learned**
  - What you **gained**
  - What you **accomplished**
- Focus on your contributions (the **results**) to your employer and **transferable skills** gained
- **Quantify!** When using numbers, always show them in their number form.

### What are transferable skills?

They are tools gained from experiences that can be applied to many different situations. Some call them ‘portable’ skills because you can take them from one job to another.

- These skills may be: analysis, critical thinking, creativity, teamwork, leadership, communication, flexibility, clerical

### All experience is good experience!

How should I frame my experience?

- Sport teams: teamwork, communication
- Retail: customer service, organization
- Clubs: planning, leadership, interpersonal skills

The bullet points are where you can make yourself stand out from other applicants. Avoid using this space to simply list out your job duties. For example, an administrative assistant will likely have similar duties in most offices. Rather than outlining some of the more common tasks, use this valuable space to highlight your **accomplishments** in the role and to **quantify** your experience.

<b>Good</b>	Responsible for the maintenance and organization client files used by the director of department X.	This example isn't bad, but it doesn't showcase the applicant's skills.
<b>Better</b>	Improved staff filing system by creating a new method for organizing more than 2,000 client documents, thereby saving valuable time for the department.	This is better because it is more descriptive, and it quantifies the experience. Examples of problem solving are great to include in resumés.

## ACTION VERBS

### General Achievements

Accelerated	Discovered	Expedited	Mastered	Reduced
Achieved	Doubled	Founded	Originated	Spearheaded
Attained	Earned	Improved	Overcame	Strengthened
Completed	Eliminated	Increased	Overhauled	Transformed
Convinced	Expanded	Launched	Pioneered	Upgraded
				Won

### Management Skills

Administered	Coordinated	Handled	Organized	Revitalized
Analyzed	Decided	Implemented	Oversaw	Scheduled
Assigned	Delegated	Improved	Planned	Spearheaded
Attained	Developed	Increased	Prioritized	Strengthened
Chaired	Directed	Inspired	Produced	Supervised
Conceived	Encouraged	Led	Recommended	Transformed
Consolidated	Evaluated	Managed	Reorganized	
Contracted	Executed	Motivated	Reviewed	

### Communication Skills

Addressed	Defined	Interpreted	Promoted	Summarized
Arbitrated	Developed	Lectured	Proposed	Translated
Arranged	Directed	Mediated	Publicized	Wrote
Authored	Drafted	Moderated	Published	
Co-Authored	Edited	Motivated	Reconciled	
Collaborated	Enlisted	Negotiated	Recruited	
Corresponded	Formulated	Persuaded	Resolved	
Counseled	Influenced	Presented	Spoke	

### Technical Skills

Clarified	Diagnosed	Inspected	Published	Summarized
Collected	Evaluated	Interpreted	Reported	Surveyed
Compiled	Examined	Interviewed	Researched	Systematized
Critiqued	Extracted	Investigated	Reviewed	
Detected	Identified	Organized	Studied	

### Research Skills

Analyzed	Designed	Maintained	Remodeled	Upgraded
Assembled	Devised	Operated	Repaired	
Built	Engineered	Overhauled	Solved	
Calculated	Fabricated	Pinpointed	Trained	
Computed	Installed	Programmed	Troubleshoot	

### Creative Skills

Acted	Developed	Innovated	Pioneered	Streamlined
Composed	Directed	Instituted	Planned	Structured
Conceived	Discovered	Integrated	Produced	
Conceptualized	Established	Introduced	Revised	
Created	Fashioned	Invented	Revitalized	
Customized	Founded	Originated	Set Up	
Designed	Illustrated	Performed	Shaped	

### Teaching Skills

Adapted	Coordinated	Explained	Lectured	Team-Taught
Advised	Defined	Facilitated	Persuaded	Trained
Clarified	Developed	Guided	Presented	Tutored
Coached	Enabled	Informed	Set Goals	Updated
Communicated	Encouraged	Initiated	Stimulated	
Conducted	Evaluated	Instructed	Taught	

**Clerical Skills**

Approved	Compiled	Implemented	Prepared	Specified
Arranged	Dispatched	Inspected	Processed	Systematized
Assembled	Edited	Listed	Purchased	Tabulated
Catalogued	Executed	Monitored	Recorded	Validated
Classified	Filed	Operated	Retrieved	
Collected	Generated	Organized	Screened	

**Financial Skills**

Adjusted	Audited	Computed	Managed	Reduced
Administered	Balanced	Developed	Marketed	Researched
Allocated	Budgeted	Estimated	Planned	Sold
Analyzed	Calculated	Forecasted	Projected	
Appraised	Compared	Increased	Reconciled	

**Helping Skills**

Aided	Demonstrated	Gave	Referred	Supported
Assessed	Diagnosed	Guided	Rehabilitated	Taught
Assisted	Educated	Helped	Reinforced	Trained
Clarified	Encouraged	Inspired	Represented	Verified
Coached	Expedited	Motivated	Resolved	
Consulted	Facilitated	Participated	Served	
Counseled	Familiarized	Provided	Strengthened	



## PHONE INTERVIEWS

Normally, internship supervisors will email to set-up a phone interview after receiving your application packet from the program. Scheduled interviews can last anywhere from 15 minutes to one hour. **When scheduling a time, remember to consider time change (i.e. subtract one hour from Eastern Standard Time (EST) to Central Standard Time (CST)).**

Keep in mind that any contact you have with the internship supervisor is part of the decision-making process and all interactions will affect how you are perceived.

### How to Prepare

- Voicemail or answering machine –make sure your outgoing message is professional and gives identifying information so the supervisor knows he/she has reached the correct person.
- Choose a place to conduct the phone interview without distractions (if you have roommates you may want to give them notice).
- When using a cell phone, make sure you can get a good signal in the chosen location.
- Check that cell phone batteries are charged.
- Turn off call waiting.
- Keep your resumé and the internship description in clear view (possibly tape it to your desk or a wall).
- Make a short list of accomplishments/things you think the employer should know about you that makes the connection between your skills and the position.
- Have pen and paper ready to take notes on questions and answers immediately after the phone interview.
- Practice through a mock interview, tape recorder, mirror, or with a friend.

### Anticipate the Interview

- Research the organization
- Review potential interview questions and come up with possible answers using examples.
- Prepare questions to ask the interviewer-ALWAYS ask questions.

### During the Interview

- Get dressed and cleaned up for the phone interview – feeling like a professional will help you convey confidence.
- Posture will affect how you sound - sit up or stand while conducting the interview.
- Smiling can affect how you come across; speak clearly and enunciate.
- No food/drink/gum/sneezing or coughing.
- If you are having difficulty hearing the employer, let him/her know.
- Show that you are enthusiastic about the organization and the position.
- Build rapport with the interviewer, be yourself, but always remain professional.
- Follow employers' cues and don't ramble to fill silences.

### Successful Phone Interview – Summary

- Be on-time for the call. Plan time to set-up your materials before starting the interview.
- Demonstrate connection between your skills and the position.
- Answer questions thoroughly, demonstrating you have done your research and are prepared.
- Communication skills show that you are articulate and conduct yourself professionally.
- Develop rapport with supervisors and demonstrate sincere interest in the position.

## Expectations of Interns during the Placement Process

- You will evaluate and revise your cover letter, résumé and writing samples using resources such as the ANRP staff, the Career Center, and Writing Center.
- Be proactive! Keep ANRP informed of all contact with your hosting organization
  - Immediately call or email the ANRP office for updates on phone interview appointments, rejections, and the accepted offer.
- Accepting/Rejecting an internship:
  - If you have been offered an internship, ask for a couple of days to decide.
  - It is easier to excuse yourself out of an internship than trying to return after rejecting an offer.
  - Timeliness is key. It is just as important to let the organization know if you are declining as it is if you are accepting.
    - *Accepting*: Follow up with asking their expectations such as beginning work date, etc.
    - *Declining*: Let them know you appreciate their time but have chosen to pursue another option. Be authentic here. The office you are declining could still become part of your D.C. network!
  - You may only receive one offer and it may not be your first choice, so remain flexible.
- Office Relationships: An individual's respectfulness and courtesy when communicating with potential internship sites is mandatory throughout the placement process; you are representing not only the Public Policy Internship Program, but Texas A&M University as well.

***Patience is not only a virtue; it is necessary for this process!***

### Additional Expectations

- Prompt responses to staff regarding your application packets
- Professionalism in attire, actions, and communication
- Communication should be open, honest, and timely
- Respect of staff, offices, and peers
- Accountability for attendance, participation, and responsibilities